



## DC Taxicab Commission DCTC (TC)

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### MISSION

The Mission of the District of Columbia Taxicab Commission is to provide the citizens and visitors of the District of Columbia a safe, comfortable, efficient and affordable taxicab experience in well-equipped vehicles operated by highly qualified individuals who have knowledge of the District's streets, boundaries and tourist destinations.

### SUMMARY OF SERVICES

The DCTC provides services to approximately 6,700 independent taxicab drivers and 107 taxicab companies, 1,056 independent limousine drivers and 269 limousine companies. DCTC also attends and/or conducts adjudication services and collects fees from complaints that are filed against taxicab drivers. DCTC Hack Inspectors conduct daily random taxicab inspections. Additionally, DCTC provides services to 1,150 customers at its counter, answers 1,000 customer service calls, and receives 125 pieces of correspondence every month.

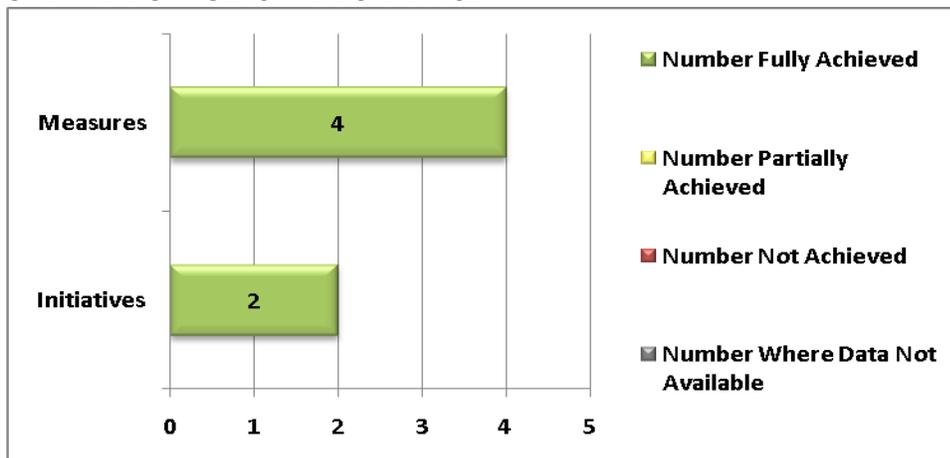
### AGENCY OBJECTIVES

1. Improve customer and taxicab service provided to the citizens and visitors of the District of Columbia.
2. Improve the efficiency and quality of services that support and regulate taxicabs in the District of Columbia.

### ACCOMPLISHMENTS

- ✓ Developed a Quickbase Database to maintain accurate information for all licensed Public and Passenger Vehicle for Hire Operators
- ✓ Developed a Lost & Found Database to maintain a record of all lost and found items received, returned to owner or forwarded to Metropolitan Police Department Property Disposal Unit after Five (5) business days.
- ✓ Developed a Complaint Management System to record intake and resolution of customer complaints against taxi operators within 24 hours

### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details

### Performance Assessment Key:

-  Fully achieved     Partially achieved     Not achieved     Data not reported

### **OBJECTIVE 1: IMPROVE CUSTOMER AND TAXICAB SERVICE PROVIDED TO THE CITIZENS AND VISITORS OF THE DISTRICT OF COLUMBIA.**

#### **INITIATIVE 1.1: Implement a computerized complaint management and response system.**

-  DCTC will completely revise the complaint management and response process by implementing a computerized system which will shorten response times. Upon completion in March 2009, complaints will be acknowledged within two days of receipt of the complaint.

#### **INITIATIVE 1.2: Develop an automated system to track reported lost items.**

-  The Lost & Found automated system allows DCTC to track all incoming items and maintain a description of items collected and returned to owners.

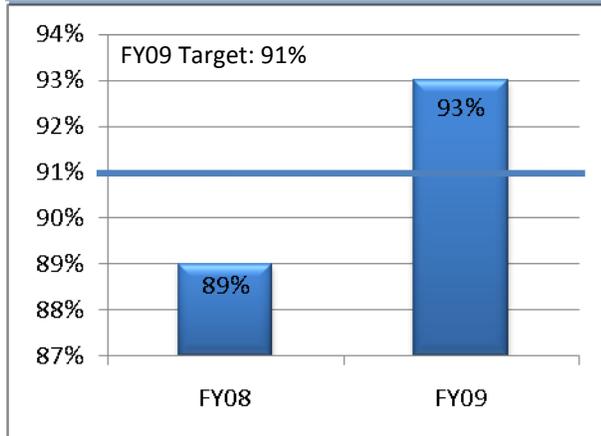
### **OBJECTIVE 2: IMPROVE THE EFFICIENCY AND QUALITY OF SERVICES THAT SUPPORT AND REGULATE TAXICABS IN THE DISTRICT OF COLUMBIA.**

*There are no initiatives reported for this objective*



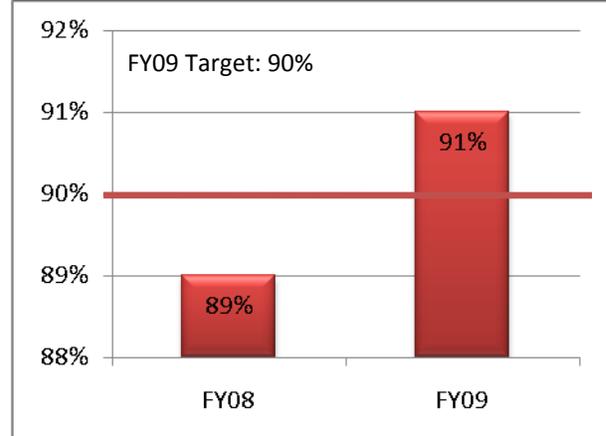
## Key Performance Indicators – Highlights

From Objective 1: % of complaints which are acknowledged within 2 days of receipt of the complaint



**FULLY ACHIEVED**

From Objective 1: % of lost items returned to customers



**FULLY ACHIEVED**

### More About These Indicators:

#### *How did the agency's actions affect this indicator?*

- One staff person is responsible for receiving complaints via email (IQ Systems, Agency Mailbox), US mail, walk-in and fax.

#### *What external factors influenced this indicator?*

- Numbers of complaints from the public vary.
- Flow of complaints is heavier following the weekends and holidays.

#### *How did the agency's actions affect this indicator?*

- One staff person is responsible for lost and found items and log.
- DCTC has inadequate storage space.

#### *What external factors influenced this indicator?*

- Some items have no identifying markers
- Lost items often remain unclaimed after an owner has been contacted.



## Key Performance Indicators – Details

### Performance Assessment Key:

● Fully achieved      ● Partially achieved      ● Not achieved      ● Data not reported

	<b>Measure Name</b>	<b>FY2008 YE Actual</b>	<b>FY2009 YE Target</b>	<b>FY2009 YE Actual</b>	<b>FY2009 YE Rating</b>	<b>Budget Program</b>
●	1.1 % of complaints which are acknowledged within 2 days of receipt of the complaint	89	91	92.71%	101.88%	PASSENGER AND DRIVER PROTECTION
●	1.2 % of lost items returned to customers	89	90	91.09%	101.21%	AGENCY MANAGEMENT
●	1.3 % of Public Vehicles for Hire Licenses processed within 1 business day of criminal background check	90	91	97%	106.59%	LICENSING AND DISPUTE RESOLUTION
●	1.4 % of Taxicabs and Limousines Inspected that have valid licenses, insurance & safety	92	88	137.93%	156.74%	PASSENGER AND DRIVER PROTECTION